

Public Health Performance Management Centers for Excellence

2013 Quality Improvement Grantees
Learning Congress

September 23, 2013

CCHHS Public Health Archive
Project: Where are the
documents?

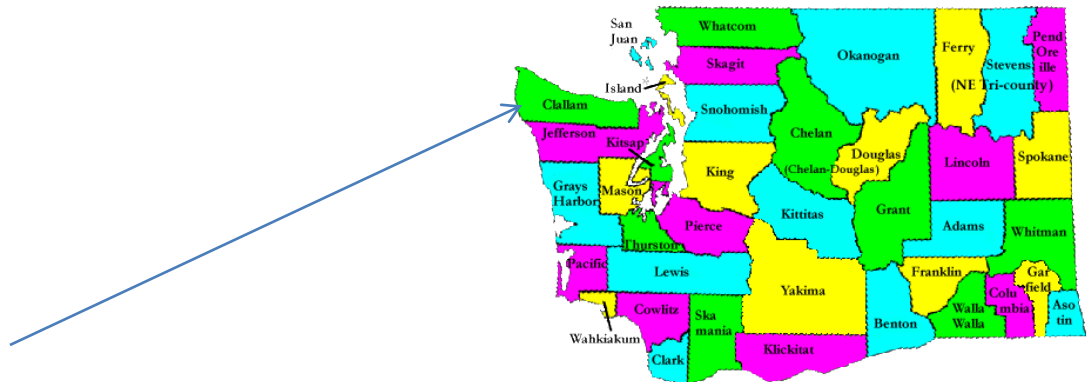
Clallam County Health and Human Services

Christina Hurst, MSW

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Clallam County

- County Population 71,000
- Over 50% of population resides in unincorporated areas
- 33.42 FTEs and annual budget of 6.6million
- Continually learning our QI



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Project Team

- Iva Burks, Director
- Christina Hurst, Public Health Program Manager
- Andy Brastad, Environmental Health Director
- Kim Yacklin, Administration Manager
- Tim Bruce, Human Services Planner, Developmental Disabilities
- Jude Anderson, Human Services Planner, Alcohol and Drug Abuse
- Jaima Hardman, Customer Service Specialist
- Ann Johnson, Community Health Nurse
- Barbara Ward, Case Manager
- Lori Kennedy, Archivist
- Modinat Ogun, Tacoma Pierce Consultant



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Project Identification

- Insert video here

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AIM Statement

- *Develop Public Health Archive process to meet WA State Retention Schedules that is **consistent, standardized, timely** and can be **easily replicated** by other Clallam County Health and Human Services Sections.*



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The QI Method used is Lean Six Sigma -
comprised of 6 project phases:



- Define
- Measure
- Analyze
- Improve
- Control
- Share

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DEFINE PHASE



Microsoft Office
Word Document

Team Activities and Outputs:

- Project Definition Document which includes the following -
 - Team Formation
 - Targets
 1. Respond to 90% of public records requests within 5 business days
 2. Reduce process steps by 20% by August 2013
 3. Increase Voice of Customer score to 86% by August 2013
 4. Develop Public Health Archives Procedure that can easily be replicated by other sections

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MEASURE PHASE

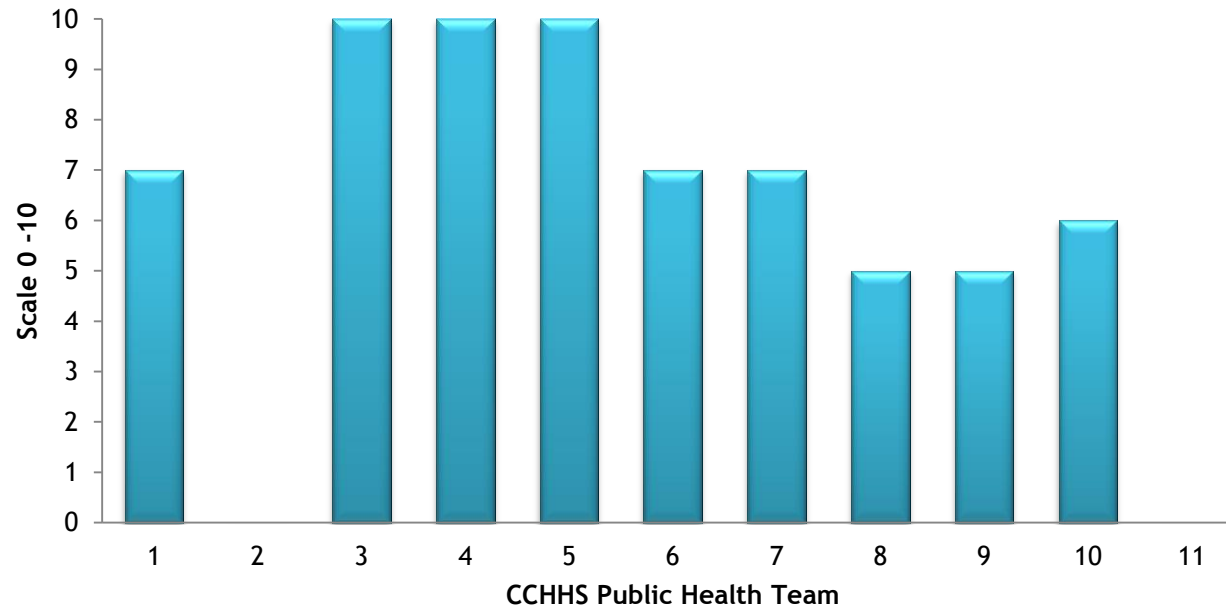


Microsoft Office
Excel 2007 Workbook

Team Activities and Outputs:

- Voice of the Customer Survey
 - Survey Results: ease of use 66%

PH Archive Project Staff Assessment
How would you rate ease of use of the PH Retention Archive
Process on a scale of 1 to 10?
(0=not easy, 10=easy)



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MEASURE PHASE, cont'



Microsoft Office
Word Document

Team Activities and Outputs:

- Compiled current PH Archive Processes (29 processes)
 - Public Health Archive Project Retention Schedules

Program Name	
DESCRIPTION OF RECORDS	
RETENTION & DISPOSITION ACTION	
RESPONSIBLE STAFF	
MANAGEMENT OF RECORDS	
LOCATION OF CURRENT RECORDS	
ARCHIVE SCHEDULE & LOCATION	

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MEASURE PHASE, cont'



Microsoft Office
Excel 2007 Workbook

Team Activities and Outputs:

- Records Request Study (February & March; June & July)
 - Led to 2nd QI Project ([Next Steps](#))

RESULTS - RECORDS REQUEST STUDY - CCHHS PH ARCHIVE PROJECT - 4/4/2013								
#	Date of request	Written / Verbal	Who got request?	Who responded to request?	What was record requested?	How did person respond to request?	Was the identity of person requesting record verified? If so how?	Date request complete to requestor?
1	2/0/2013	verbal	Telephone forward from Jaima	Chris	STD Test Results	Request not given, no results	no	
1	2/0/2013	verbal	Tina	Tina	Imm record	Printed record	Yes, WIC Client	
1	2/11/2013	verbal	Ann	Ann	TB/Imm	Record provided	Yes, imm record book and PPD records	
1	2/21/2013	verbal	Ann	Ann	Imm record	Record emailed	no	
1	2/21/2013	verbal	KA	Ann	Imm records for 3 children	Records provided	Yes, WIC client	
1	2/25/2013	verbal	Ann	Ann	Personal Imm reord	Verbal information	No	
1	2/25/2013	verbal	KA	Ann	Personal Imm record	Copy of record provided	no	
1	2/25/2013	verbal	Ann	Ann	Imm record for 2 children	Copy of records provided	no	
1	2/28/2013	Verbal	Karen	Ann	Imm record	Copy record and imm recommendation	no	
1	2/14/2013	Written / email	Emily	Emily	Contact info for WIC client	Phone call reply	Yes, CCHHS Staff member	2/14/2013
1	2/28/2013	verbal	Ruby	Ruby	WIC Hgb	faxed	Yes WIC Client	
1	2/0/2013	verbal	Dawn	Dawn	Imm record	Mailed record	Yes, name middle initial match record	
1	2/0/2013	verbal	Dawn	Dawn	Imm record	Mailed record	Yes, name middle initial match record	
1	2/0/2013	verbal	KA	Karen	Imm	Verbally given over the phone	Spelling of name and DOB	
1	2/0/2013	verbal	Karen	Karen	Imm	Email copy of imm record	Spelling of name and DOB	
1	2/0/2013	verbal	KA	Karen	Imm	Looked for record in Walls, not found	Spelling of name and DOB	
1	2/0/2013	verbal	Jaima	Karen	imm	Verbal record given	Spelling of name and DOB	
1	2/0/2013	Verbal	Jaima	Jaima	Imm record	Given to requestor	no	
1	2/0/2013	verbal	Jaima	Jaima	Imm record	Given to requestor	no	

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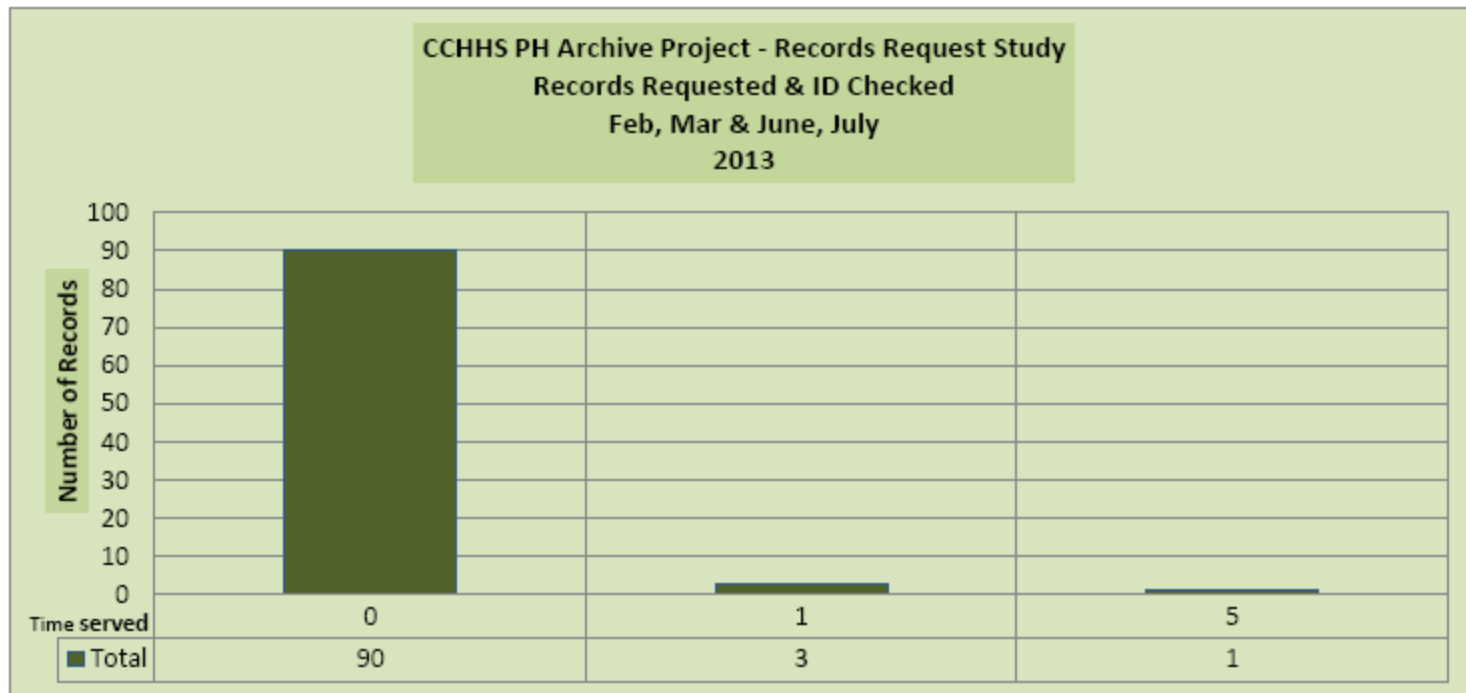
MEASURE PHASE, cont'



Microsoft Office
Excel 2007 Workbook

Team Activities and Outputs:

- Records Request Study (February & March; June & July)



Target: Respond to 90% of public records requests within 5 business days.
Actual: 95.74%

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ANALYZE PHASE



Word 2007
Document

Team Activities and Outputs:

- Root Cause Analysis (Cause & Effect/Fishbone Diagram)
 - Effect: Public Health Archive Process is inconsistent, non standardized, time consuming, confusing for staff
 - Cause /Whys: Comments from our Voice of the Customer Survey became our WHYS



WHYS!!!!!!

1. No emphasis on Quality Improvement
2. Each Public Health Program and Retention Schedule is different
3. Not sure who to ask questions about the process
4. No Consistency
5. Too many hands in the process that don't understand
6. Location of Archives

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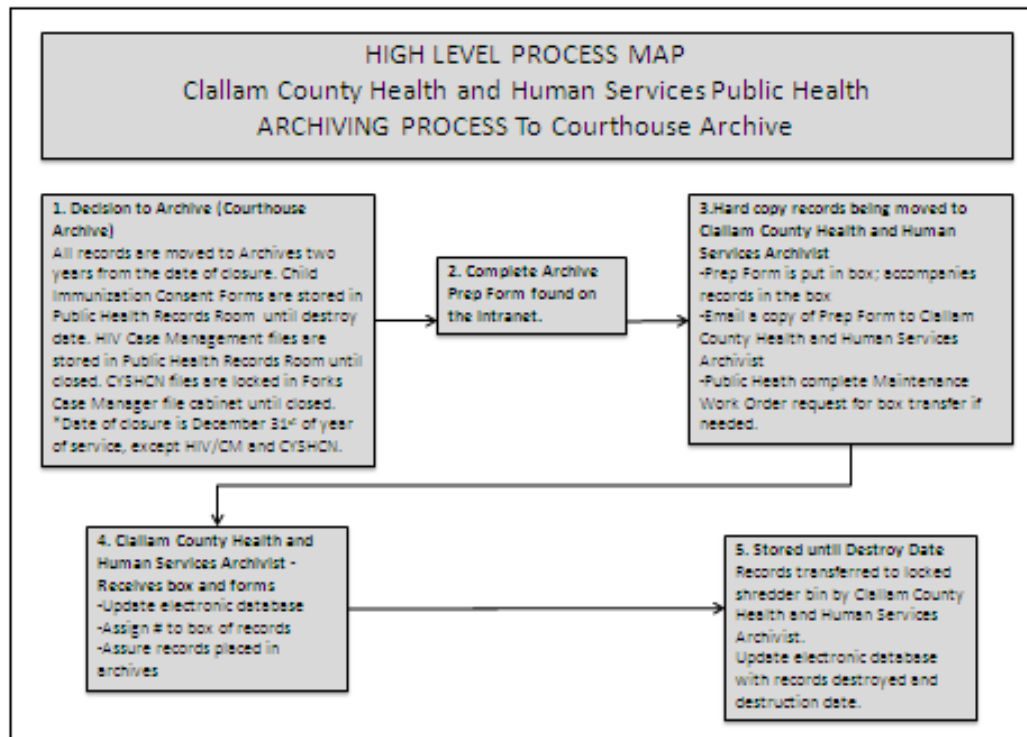
IMPROVE PHASE



Microsoft Office
Word Presentation

Team Activities and Outputs:

- Process Mapping (Flowcharts)
- CLALLAM COUNTY PUBLIC HEALTH ARCHIVE PROCEDURE



1. Consolidated 29 process steps into 15 process steps (43.5% reduction) ↓

2. Increase Employee Satisfaction scores 20%. ↑
Employee Satisfaction score went from 66% to 97.2%

3. Develop Public Health Archive Procedure 13

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CONTROL PHASE



Microsoft Office
Excel 2007 Workbook

Team Activities and Outputs:

- Interventions, Solutions, & Continuous Monitoring/Control

Clallam County Public Health Archive Project - Root Cause + Intervention + Continuous Monitoring / Control Chart				6/6/13
#	Category	Causes (Why's)	Solution/Intervention	Continuous Monitoring / Control Yes/No
1	Location of Archive Room	1. Courthouse archive is unsafe	1. Re-organized archive room	
		2. Unable to find records in a timely manner	2. Clarified duties of CCHHS Archivist	Yes
		3. Sometimes can't find records at all	3. Integrated PH Archive procedure	
			4. Clarified and simplified the Records retrieval process	
2	Each CCHHS program and state retention schedule is different	1. Because it is piecemeal development	1. Done a systematic review of programs	
			2. Found consistency in programs	
			3. Doing an Annual Assessment of the PH Archive procedures	Yes
			4. Tied procedures to the retention schedule	
			5. Stopped using the word process, now using the word procedure	
			6. Integrated programs consistency	

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SHARE PHASE

Team Activities and Outputs:

- Other CCHHS Sections will replicate the PH Archive Process to develop their own procedure
 - All section procedures will be rolled into a Department Archive Policy
- Staff Training (Forks Office, Port Angeles Office, All Clallam County Health and Human Services Sections)
- Learning Congress



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Next Steps

- Finalize records request project (end target date [October 2013](#)).

Outputs:

- Consistent Release Of Information form throughout Department
- Identify opportunities to generate revenue
- Ensure HIPPA components are met.
- County legal review on final document

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Next Steps, cont'

- Other CCHHS Sections have started the same QI process with flowcharts (Environmental Health, Human Services, Developmental Disabilities)
- Develop Department wide archive policy
- Continue Department Quality Improvement Plan utilizing lessons learned from archive project.
- Another QI mini-grant
- Continue work with QI Consultant to develop Quality Management Leadership Team

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